



City of San Diego

DEAD ANIMAL REMOVAL PRELIMINARY STATEMENT OF WORK (SOW)

JULY 28, 2008

ENVIRONMENTAL SERVICES DEPARTMENT
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AGENDA

- Purpose
- Background
- Service Specifications
- Technical Delivery Standards
- Performance Standards



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PURPOSE

“...If the City Manager intends to submit a City service to Managed Competition (MC), the City Manager will then prepare a preliminary written Statement of Work for that particular City service...”

Managed Competition Ordinance §22.3703

The Preliminary SOW is intended to:

- Document existing service standards
- Allow public comment and Council approval of those standards
- Set the foundation for full SOW
- Ensure no degradation of service levels as a result of MC



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BACKGROUND: DEAD ANIMAL REMOVAL

- Mandated by California Penal Code 372
- Collection and disposal of dead animals
- Public rights-of-way only
- Approx. 3,000 dead animals per year
- Approx 2,800 miles of streets and alleys



SERVICE SPECIFICATIONS

- Collecting dead animals within 1 business day (Mon – Sat, 6:30a.m. to 3:00 p.m)
- Performing emergency collections within 3 hours
- Bagging or enclosing the dead animal
- Cleaning collection sites to remove all visible parts of the animal
- Referring calls for services on private properties



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SERVICE SPECIFICATIONS, CONTINUED

- Maintaining a collection log
- Disposing of collected animals the same day of collection
- Attempting to notify pet owners within 1 day
- Collecting dead animals observed en route between work orders



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TECHNICAL DELIVERY STANDARDS

- Collection logs maintained to include:
 - all work orders,
 - dead animal collection activities,
 - calls from Station 38 and other customers or stakeholders,
 - customer complaints.
 - animals found in an Multiple Species Conservation Program area (will be provided to DSD)



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PERFORMANCE STANDARDS

- Respond to 95% of all service requests within one business day.
- Maintain customer satisfaction by ensuring less than 0.5% work orders result in customer complaints.



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